



Reference: EIR0667

Request:

Waste & Recycling and Street Cleansing Contracts

1. Are your Waste & Recycling Collection and Street Cleansing services operated in-house, through a contractor, or other?

BOTH IN HOUSE

If a contractor:

2. What year did your current contract start?

N/A

Please specify if this is both Waste & Recycling and Street Cleansing under one contract, or provide details of both contracts if they're separate.

N/A

a. If within the last 5 years, was your service previously operated in-house, or through a contractor?

IN HOUSE

b. If previously in-house, when was the service taken over by a contractor?

N/A

If in-house:

3. Within the last 5 years, has the service been operated through a contractor?

NO

Please specify if this both Waste & Recycling and Street Cleansing are operated in-house or if only one service.

BOTH IN HOUSE ONLY AND SEPERATE SERVICES

a. If yes, when was the service taken in-house?

BOTH SERVICES HAVE ALWAYS BEEN PROVIDED IN HOUSE

Other:

4. How are your services operated?

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N/A

4. Have you ever ran your service in-house, or through a contractor?

IN HOUSE

a. If yes, how was the service operated and when did this cease?

N/A

Waste & Recycling Collections during the period April 2016 – March 2017

1. Total annual number of Missed Collections, for each waste and recycling service:

DATA ON SPREADSHEET PROVIDED (All environment data 16-17) (1)

A collection not completed on the specified day, where the container has been correctly set out by the resident, and has not been emptied. If this number is not held by the authority, please provide the number of missed collections reported by residents and state where this is the case.

ALL MISSED BIN REPORTS ARE ASSUMING THAT THE CUSTOMER HAS PRESENTED THEIR BIN CORRECTLY THEREFORE WE WOULD NOT SUBMIT A REQUEST UNLESS THIS WAS THE CASE SO ANSWER IS THE SAME AS ABOVE .

2. Total annual number of Missed Collections not Rectified for each waste and recycling service:

DATA ON SLA SPREADSHEET MISSED BINS (2)

A reported missed collection not collected within 48 hours (or other specified timeframe) of the original collection date.

UNABLE TO PROVIDE AS ALL CLASSIFIED AS SPECIAL COLLECTIONS WHETHER MISSED OR TO BOOK A NEW ONE

3. Total annual number of Missed Assisted Collection:

UNABLE TO PROVIDE AS WOULD BE RECORDED AS A MISSED BIN WITH NO OPTION FOR MISSED ASSIST

An assisted collection not completed on the specified day, where access to the container was available as agreed with resident. If this number is not held by the authority, please provide the number of missed collections reported by residents and state were this is the case.

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UNABLE TO PROVIDE AS WOULD BE RECORDED AS A MISSED BIN WITH NO OPTION FOR MISSED ASSIST IN THE SLA REPORT

4. Total annual number of Missed Bulky Waste Collection

DATA ON SPREADSHEET PROVIDED (All environment data 16-17) (1)

A confirmed booking for a bulky waste collection not complete on the agreed date, where the items were set out correctly by the resident for collection.

UNABLE TO PROVIDE AS WOULD BE RECORDED AS A SPECIAL COLLECTION WITH NO OPTION FOR MISSED SPECIAL COLLECTION IN THE SLA REPORT

5. Total annual number of Missed Bulky Waste Collections not Rectified:

UNABLE TO PROVIDE AS WOULD BE RECORDED AS A SPECIAL COLLECTION WITH NO OPTION FOR MISSED SPECIAL COLLECTION IN THE SLA REPORT

A reported missed bulky waste collection not collected within 48 hours (or other specified timeframe) of the original collection date.

UNABLE TO PROVIDE AS WOULD BE RECORDED AS A SPECIAL COLLECTION WITH NO OPTION FOR MISSED SPECIAL COLLECTION IN THE SLA REPORT

6. Total number of complaints raised regarding the waste & recycling service.

89 COMPLAINTS

Number of complaints raised by residents regarding the waste and recycling collection service.

7. Percentage of complaints regarding the waste & recycling service upheld.
% Upheld in full % Upheld in part

50.00 Upheld in full %, 13.04 Upheld in part %

Percentage of complaints raised by residents that were upheld by the authority.

AS ABOVE

Street Cleansing during the period April 2016 – March 2017

1. Total annual number of Fly-tip non-removal

UNABLE TO PROVIDE AS ALL REPORTS INCLUDE NEW OR PREVIOUSLY REPORTED

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A reported fly-tipping incident not removed within agreed time-limits.

NOT AVAILABLE

Total annual number of Street Cleaning Performance Failure

2195 REQUESTS FOR SERVICE RECEIVED BUT UNABLE TO SHOW IF THERE HAS BEEN A PERFORMANCE FAILURE

Street Cleanliness found not to meet standards criteria.

2. Total annual number of Street Cleansing Performance Failure not Rectified

UNABLE TO PROVIDE AS ALL CLASSIFIED AS STREET CLEANSING WHETHER NEW OR NOT PREVIOUSLY REPORTED

Street Cleanliness not returned to acceptable standards within given time frame of failure being reported.

3. Total number of complaints raised regarding the street cleansing service.

2244

Number of complaints raised by residents regarding the street cleansing service.

2244

Percentage of complaints regarding the street cleansing service upheld.

Percentage of complaints raised by residents that were upheld by the authority.

% Upheld in full % Upheld in part

50.00% Upheld in full, 13.04% Upheld in part

4. Street Cleansing monitoring frequency.

900 NI 295 SURVEY INSPECTIONS ARE CARRIED OUT OVER 12 MONTH PERIOD. THIS IS IN LINE WITH THE CODE OF PRACTICE ON LITTER AND REFUSE – ENVIRONMENTAL PROTECTION ACT 1990

Please provide details about frequency and level of monitoring of street cleansing operations undertaken

AS ABOVE

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Number of Staff required during the period April 2016 – March 2017

1. Total number of FTE employed broken down by service area, and stated whether they are employed directly by the authority or a contractor.

WASTE & RECYCLING TOTAL 101 FTE EMPLOYEES
STREET CLEANSING TOTAL 59 FTE EMPLOYEES

Total number of Full Time Equivalent staff employed Waste and Recycling collections, and Street Cleansing services. If helpful please use the table structure below, and amend as required.

Waste & Recycling Street Cleansing

- Operational **WASTE & RECYCLING 97 FTE/STREET CLEANSING 59 FTE**
- Management & Administration (inc. supervisors) **WASTE & RECYCLING 4 FTE/STREET CLEANSING 5 FTE**
- Agency Staff **WASTE & RECYCLING X 2 / STREET CLEANSING 4 SEASONAL WORKERS**

Total

2. Number of Staff Absence Days

Broken down between Waste and Recycling collections, and Street Cleansing services

ACCUMALTIVE TOTAL IS 703 DAYS FOR BOTH SERVICES. UNABLE TO BE BROKEN DOWN.

2. Total Staff Hours Worked in between April 16 – March 17

WASTE & RECYCLING – EACH FTE WORK A 37 HOURS WEEK APRIL TO MARCH.
STREET CLEANSING – EACH FTE WORK A 37 HOURS WEEK APRIL TO MARCH.

Total number of hours, including overtime

WASTE & RECYCLING - THE HOURS WORKED ARE BASED ON THE ABOVE, THE ONLY OVERTIME WAS FOR OVER THE XMAS PERIOD WHERE EACH FTE WORKED ON A 9.25 HOUR PER DAY. NO FURTHER INFORMATION CAN BE PROVIDED.

STREET CLEANSING – 5129 HOURS FOR WEEKEND WORK/BANK HOLIDAYS AND EVENTS

3. Total Number of Overtime Hours worked

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North Tyneside Council

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PLEASE SEE ABOVE

Broken down between Waste and Recycling collections, and Street Cleansing services for both employed staff and Agency

**WASTE & RECYCLING – ALL OVERTIME WAS COMPLETED BY FTE.
STREET CLEANSING – ALL OVERTIME WAS COMPLETED BY FTE.**

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